



Learn, Share, Enjoy

Bow Community Primary School

Parent/Carer Code of Conduct

Aims

It is a primary aim of our school that every member of the school community feels valued and respected, and that each person is treated fairly and well. We are a caring community, whose values are built on mutual trust and respect for all. The school's Parent / Carer Code of Conduct is therefore designed to support the way in which all members of the school community can live and work together in a supportive way.

Code of Conduct

At Bow CP School, we value our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers and the school community.

As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our school.

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that a child or children are safe (please read our safeguarding policy) and not open to undue distress and anxiety.

Guidance

Parents, carers, and visitors are reminded:

- To respect the caring ethos and values of the school
- That both teachers and parents need to work together for the benefit of their children
- Approaching school staff for help to resolve an issue is done in an appropriate manner, with due consideration to existing workloads and realistic time considerations (we have a communication policy that specifies 5 working days for a response)
- All members of the school community are treated with respect using appropriate language and behaviour
- To correct their child's actions especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the premises
- To use other strategies rather than using 'staff' as threats to admonish their children's behaviour

In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's operation or activities anywhere on the school premises, in the form of harassment or vexatious complaints
- Any inappropriate behaviour on the school premises
- Using loud or offensive language or displaying temper towards any member of staff – be that face to face, by telephone, text, email or via social media
- Threatening in any way, a member of school staff, visitor, fellow parent/carer or pupil - be that face to face, by telephone, text, email or via social media
- Damaging or destroying school property
- Sending abusive or threatening emails to text/voicemail/phone messages or other written communications such as social media to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social media sites. (See Appendix 1)
- The use of physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences.)
- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events.)

Although we aim to get things right as much as possible, from time to time, we may not. In cases such as these, there is a robust complaints policy on the school website called "How to raise a concern"

<https://www.bowcps.devon.sch.uk/website/policies/174887>

Please use this as guidance for how to raise a concern or a complaint and refrain from posting unsubstantiated opinions on facebook. In cases where this happens, the school will look to the policy, 'Managing Unreasonable Behaviour', for guidance on how to proceed.

<https://www.bowcps.devon.sch.uk/website/policies/174887>

Should **any** of the above occur on school premises, the school may feel it is necessary to take action by contacting the appropriate authorities, appropriate legal action if necessary, and/or sadly, considering removing the right to be on the school site (see the policy for managing unreasonable behaviour). <https://bowcps.eschools.co.uk/website/policies/174887>

In this event, the school is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Thank you for abiding by this policy in our school. Together we create a positive and uplifting environment not only for the children, but also all who work and visit our school.

Note: Can parents please ensure they make all persons responsible for collecting their children are aware of this policy.

Appendix 1

Inappropriate use of Social Network Site

Social media websites are being used increasingly to fuel campaigns and complaints against school, Headteachers, school staff, and in some cases other parents or pupils.

The Department for Education/Government and Governors of Bow CP School Primary considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the school or your child/children must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, where they will be dealt with fairly, appropriately and effectively for all concerned (see 'How to raise a concern policy'). <https://bowcps.eschools.co.uk/website/policies/174887>

Libellous or Defamatory posts

In the event that any pupil or parent/carer of a child/children at Bow CP School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this.

The school will also expect that any parent/carer or pupil removes such comments immediately. The school will look to the Managing Unreasonable Behaviour Policy and may invoke a communication ban for the parent concerned.

The school will also consider its **legal options** to deal with any such misuse on social networking and other sites.

